



Analog Telephones on the NBX[®] System

Quick Reference Guide

NOTES: For additional NBX telephony features, see the NBX Telephone Guide. However, the Feature Codes described throughout that guide, including in Appendix A, are available only from NBX telephones, not from an analog telephone.

Access the Automated Attendant

From any telephone on the system, dial **500**.

Transfer a Call

1. Place or receive a call.
2. While on the call, press and release the switch hook to put the call on hold.
3. Listen for the dial tone. Dial the number to which you want to transfer the call.
4. As soon as you hear ringing, hang up the telephone to complete a blind (unannounced) transfer, or wait until the recipient answers, announce the call, and then hang up. The call is transferred when you hang up.

Participate in a Conference Call

Although you cannot initiate a conference call from your analog telephone, someone else can include you on a conference call initiated on an NBX telephone.

Forward Incoming Calls to Voice Mail

If you do not answer your analog telephone, the system transfers incoming calls to your voice mailbox or wherever you have specified for your calls to go when you do not answer (called the call coverage point).

See the NetSet™ User Help for how to set your coverage point.

Call Park — Retrieve a Parked Call

Although you cannot park a call from your analog telephone, you can retrieve a parked call. From your telephone or from any telephone on the system, dial the Call Park extension to which the call was parked.

Hunt Groups — Log In and Log Out

Analog telephones on an NBX system can be configured to be members of hunt groups, but you cannot directly log into or out of a hunt group from your analog telephone.

To log in or out of a hunt group, connect to the NetSet utility from your computer. See the *NBX Telephone Guide*.



NBX® Voice Mail* on Analog Telephones

Quick Reference Guide

Initialize Your Voice Mailbox

1. Pick up the handset and dial **500**.
2. When the Automated Attendant answers, press *** *** during the greeting message.
3. At the prompt, enter your extension number.
4. The voice prompts guide you through the steps to initialize your mailbox.

Access Your Messages (Log In to Your Mail Box) from Your Analog Telephone

1. Pick up the handset and dial **500**.
2. When the Automated Attendant answers, press *** *** during the greeting message.
3. At the prompt, enter your extension number and password, and then press **#**.

Access Your Messages (Log In to Your Mail Box) from Any Internal Telephone

1. Pick up the handset and dial **500** (or press **MSG** if you are on an NBX telephone).
2. When the Automated Attendant answers, press *** *** during the greeting message.
3. At the prompt, enter your extension number and password, and then press **#**.

Access Your Messages (Log In to Your Mailbox) from an External Telephone

If you can dial your telephone extension directly:
Press ***** during your greeting. At the prompts, enter your extension and password, and press **#**.

If you dial your organization's main telephone number:

- *If the Automated Attendant answers, press *** *** during the greeting. At the prompts, enter your extension and password, and press **#**.*
- *If the receptionist answers, ask to be transferred to your voice mail and press ***** during your greeting. At the prompts, enter your extension and password and press **#**.*

Forward a Message


1. While you are listening to the message, press **5**.
2. The system prompts you to enter an extension or voice mail group number. Add as many destinations as you want.
3. After you have entered all the destinations, press **#** and record a forwarding comment.
4. When you finish recording the comment, press **#** for more options, or hang up.


Access the Automated Attendant


From any telephone on the system, dial **500**.


Mailbox Options

Log in to your mailbox, press **9**, and select one of these options:

Press  to change your name announcement or personal greeting.


Press  to change your password.


Press  to create or edit group lists.


Press  to enable or disable Offsite Notification.


Message Playback Options


While you listen to a message, select one of these options:


Press  to listen to the first message.


Press  to save the current message.


Press  to delete the current message.


Press  to reply to the sender of the current message.


Press  to forward the current message.


Press  to hear date, time, and sender information.

Press  to move back 5 seconds in the current message.

Press  to pause the current message for 20 seconds.

Press  to move forward 5 seconds in the current message.

Press  to move to the next message.

Press  to return to the main menu.

***Note:** *If your system uses a messaging application other than NBX Voice Messaging (such as Third-Party Messaging or 3Com NBX Unified Communications), use the documentation for that messaging application instead of these instructions.*